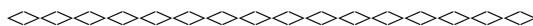


# COMMUNITY SERVICE NEEDS ASSESSMENTS

## TABULATION OF QUESTIONS

During the Year 01 federal fiscal period, seven of the eight critical access hospitals (CAH) and CAH applicants—known as Group I—entered into contracts with The Leede Group for community service needs assessments. The following is a compilation of questions used by the interviewers to determine respondent perceptions of local services and unmet services.

Each hospital's series of questions were tailored to their specific needs. None used all of the questions. The Leede Group carried out the assessments during the 2000 calendar year. For each hospital approximately 400+ telephone surveys were conducted. Random samples of area residents were balanced geographically by population within targeted Zip Codes.



### I. STUDY GOALS

- ◆ Determine the health care needs of the citizens of [hospital area] and how well those needs are currently being met
- ◆ Understand the current use of health care providers in the market and how use relates to needs
- ◆ Gain information to direct future health care services needs in the area
- ◆ Gain information to help drive future management and marketing plans

### II. QUESTION CATEGORIES—Sequence of survey results as presented by consultant.

#### 1. Name 3 Greatest Health Needs --First choice.

##### Example Responses:

Cost of care, affordable prescriptions, affordable insurance, annual check-ups, dental care, care for heart disease and cancer, finding good doctors, finding good insurance.

#### 2. Length of Residence in Hospital Area

5 years	26-30 years—example 8%
6-10 years	31-35 years—example 5%
11-15 years	26-40 years—example 8%
16-20 years	41+ years—example 38%
21-25 years	

3. **Name 3 Greatest Challenges Facing Health Care Services in Hospital Area**

Example Responses:

Cost of care, affordable insurance, affordable prescriptions, annual check-up, dental, cancer, and heart care, finding good insurance.

4. **How Well Are the Following Health Issues in the Area Being Met**

- ◆ Availability of Family Physicians
- ◆ Convenient hours—at clinics
- ◆ Availability of urgent care—at hospital
- ◆ Availability of specialists
- ◆ Availability of quality services
- ◆ Access to specialized treatment
- ◆ Available transportation--transportation for health care needs
- ◆ Health care for seniors
- ◆ Long term care-seniors
- ◆ Specialized housing—seniors
- ◆ Availability of Women's care
- ◆ Nursing home care
- ◆ Public health services
- ◆ Emergency medical care

5. **Greatest Strengths of Health Care in Hospital Area**

Example Responses:

Good doctors, having a good local hospital, availability of doctors, location/convenience, home care/county nursing.

6. **Improvements to [Hospital] Health Care Area**--An open-ended question also asked consumers what could be improved about care costs:

Example Responses:

Health care costs, everyone having insurance, prescription costs, better/more doctors, more specialists, longer hours and weekend hours, better ER care hospitals.

7. **Used Area Physician/Clinic for Routine Health Care**— Yes/no pie chart, and clinic used.

8. **Visits to Doctors and Convenient Hours**—Chart—No. of times visited doctor in past year, and yes/no pie chart on convenient hours.

9. **Why Use Area Physician/Clinic for Health Care?—Or, Primary Reason for Selecting that Physician/Clinic**

Location	Insurance coverage
Convenient hours	Reputation
Physician quality	Other

10. **Location of (Physician) Clinic**—Bar Graph showing percentage of different clinic use by respondents.

11. **Used Area Clinic for Routine Health Care Matter in Past 3 Years**—Yes/no pie chart and clinic used.

12. **Attribute Ratings for Physician Clinic Used For Routine Care**—Bar graph attribute ratings

Overall satisfaction	Handling of insurance papers
Reputation	Keep appointments on time
Recommended	Ability to get appointments
Prompt test feedbacks	Convenient hours
Staff politeness	Willingness to refer
Physician quality	Location of office

13. **Best Feature of Physician/Clinic Used for Routine Care**—Bar graph

Takes interest in me	Able to get appointment
Staff friendly	Communicates well
Physician friendly	Refers me to other doctors
Knowledge & confidence	Other

14. **Item Would Change for Physician Clinic Used for Routine Care**—Bar graph.

- ◆ Reduce costs
- ◆ Expand office hours
- ◆ Availability of appointments
- ◆ Doctor more available
- ◆ Other
- ◆ DK/NA

15. **Changed Clinic/Physician In Past 2 Years**—Pie chart; yes/no answers. If yes, reasons:

Doctor retired/relocated  
I moved/relocated  
Dissatisfaction

16. **How Likely Are You to Change Clinic/Physician in Next Year?**—Bar graph, percentages.

Very likely	Very unlikely
Likely	Don't know/not applicable—DK/NA
Unlikely	

17. **Physician/Clinic Hours Convenient for You--and/or Overall Satisfaction with Physician Clinic**—Sometimes two tables.
  - ◆ Average number of times respondents visit a doctor in the past year
  - ◆ Does Physician/Clinic provide convenient hours?
  - ◆ Overall satisfaction with Physician/Clinic?—Scale 7 excellent—1 very poor
18. **Clinic in the Area You Refuse to Use**—Pie chart; yes/no; if yes, list of clinics and percentages.
19. **Name 3 Hospitals in the Area**—First and total responses.
20. **Hospital Thought of for Emergency Care**—Bar graphs, percentage use by respondents.
21. **Hospital Thought of for Inpatient Surgery**—Bar graphs, percentage use by respondents.
22. **Hospital Thought of for Outpatient (or Same Day) Surgery**—Bar graphs, percentage use by respondents.
23. **Hospital Thought of for Lab and X-ray Services**—Bar graphs, percentage use by respondents.
24. **Hospital Thought of for Rehabilitation Services/Physical Therapy**—Bar graphs, percentage use by respondents.
25. **Hospital Thought of for Delivery of a Baby**—Bar graph; list of hospitals.
26. **Hospital Thought of for Best Medical Staff**—Bar graphs, percentage use by respondents.
27. **Hospital Thought of for Lowest Rates or Charges**—Bar graphs, percentage use by respondents.
28. **Hospital Thought of for Advanced Technology**—Bar graphs, percentage use by respondents.
29. **Hospital Thought of for Cardiac Rehab**—Bar graphs, percentage use by respondents.
30. **Hospital Thought of for Urgent Care/Convenient**—Bar graphs, percentage use by respondents.
31. **Hospital Thought of for as Best Hospital Overall**—Bar graphs, percentage use by respondents.
32. **Why is that Hospital Best (or Why Choose that Hospital?)**—Percentage graph or preference ranking.
 

Past experience	Technology
Better/more doctors	Reputation
Closer/convenient	Larger
They do research	Other
33. **Hospital You Consider Your Local Hospital**—Bar graphs, percentage use by respondents.

34. **Hospital You Choose for—(if You or Family Member Needed)—Routine Care**—Bar graphs, percentage use by respondents.
35. **Primary Reason for Selecting that Hospital**—Percentage bar graph
- ◆ Most convenient location
  - ◆ Past experience
  - ◆ Good doctors
  - ◆ Doctor practices there
  - ◆ Friendly staff
  - ◆ Larger hospital
  - ◆ Better equip/technology
  - ◆ Better facilities
  - ◆ Only hospital familiar with
  - ◆ Good reputation
36. **Used the Services of a Hospital in the Past 3 Years or (Used Which Hospital more than Three Years Ago**—Pie chart; yes/no; if yes, hospital used. If no, when last hospitalized.
- ◆ If yes, which hospital used—percentage pie chart
  - ◆ If yes, when was the last time used services of a hospital—which hospital was used—by percentages
37. **Which Services Were Used**
- ◆ Emergency room
  - ◆ Inpatient overnight
  - ◆ Same day surgery
  - ◆ Swing bed
  - ◆ Outpatient diagnostic
  - ◆ Outpatient rehab
38. **Healthcare Needs That are Unmet**—Pie chart; yes/no. If yes, type of services needed.
- Example Responses:
- Care for the elderly, nursing home care, emergency care, more/better doctors, affordable care, insurance.

39. **Rate Hospital Used on the Following Attributes**—Scale 1: not at all met; 7: totally met. Range of services adjusted by hospital service mix.

- ◆ Overall quality of care
- ◆ Customer service/Courtesy Staff
- ◆ Ability to treat serious conditions
- ◆ Range of specialist available
- ◆ Quality of physicians
- ◆ Emergency service
- ◆ Outpatient surgery
- ◆ Outpatient services
- ◆ Surgical services w/stay
- ◆ Quality of nursing
- ◆ Hospital location

40. **Overall Care at That Hospital in the Past Year Has.....**

Improved  
Remained the same  
Gotten Worse  
DK/NA

41. **What Has Decreased the Quality Over That Time?**

Example Responses:

Nurses: lack of nurses, decrease in their quality, in too much of a hurry, poor patient treatment, physicians, not as many personnel. Note: small number of responses for this question.

42. **Hospitals in The Area You Refuse to Use**—Yes/no--pie chart—yes answer—percent/hospital.

43. **Reasons for Refusal**—A follow-up question asked why respondents would not use a particular hospital:

Example Responses:

Bad experiences, heard bad things, bad doctor care.

44. **What Services are Most Important for You to Have Access To?**

Example Responses:

Emergency care, clinic/primary care, outpatient surgery, inpatient surgery, rehab/therapy, OB services, inpatient care, other.

45. **Feel there are Health Care Needs—Or Health Care Needs are Under Served in Area**—Yes/no, percentage pie chart

46. **Unmet Needs of the Market**—A follow-up question asked respondents which services they would like to see made available in the area.

Example Responses:

More specialists, better doctors, better quality care, more doctors on staff, need for OB/GYN services, improved ER care, home health care services, elderly care services, health care/ambulance transportation or transportation for the elderly, housing, reduce costs, better insurance, improved technology.

47. **Need for Physicians or Specialist in the (Name of Community) Area**—Yes/no, percentage pie chart; list of specialists needed by percentage.

Example Responses:

Cardiologist, family practitioner, oncologist, OB/GYN, orthopedist, pediatrician, allergist, dermatologist, ear/nose/throat, internist, neurologist.

48. **Used Health Services Outside of Area in Past 2 Years**—Yes/no, percentage pie chart.

Example Responses:

Specialist, primary care physician, specialist, specialized hospital services or treatment, had specialized procedure, other.

49. **Type of Specialist Used**

Example Responses:

Cardiologist, family practitioner, internal medicine, pediatrician, ear/nose/throat, allergist, radiologist, oncologist, gastroenterologist, OB/GYN, dermatologist, neurologist, radiologist, orthopedist, urologist, psychiatrist, other.

50. **Where Did You Go for These Services**—Bar graph, percentage by location of city.

51. **Use of These Services**—Yes/no pie charts.

Directed by a local physician  
Would have preferred to access locally

52. **Ratings for 5 Main Health Care Systems in Area**—Rating scale 1 very poor, 7 excellent.

53. **Experience With Local Home Health Agencies**—Yes/no pie chart if had contact; if yes, list of facility and percentage.

54. **Overall Impression of Home Health Agency**—Bar graph—by facility negative, neutral, positive.

55. **First Choice for Home Health Agency**—Bar graph—preference of agencies.
56. **Contact With Area Nursing Homes**
- ◆ Which facility had contact with (list of local nursing homes)
  - ◆ Overall impression of facility--Positive, neutral, negative
57. **Heard of Physician Assistants or Nurse Practitioners**—Yes/no pie charts.
- ◆ Comfortable Seeing a Physician Assistant or Nurse Practitioner
  - ◆ Quality of care provided by PA and NP compared to MD
58. **Experience with (Use of ) County Public Health Services**—Pie chart; yes/no use in last 2 years. If yes, which county and satisfaction level.
59. **Experience with Ambulance Services**—Pie chart; yes/no use in last 2 years. If yes, which service providers and satisfaction level.
60. **Number of People in Household**—Mean
61. **How Are Medical Expenses Paid**—Percentage chart.
- ◆ Traditional insurance
  - ◆ HMO/PPO
  - ◆ Self pay
  - ◆ Medicaid
  - ◆ Veterans' benefits
  - ◆ Other
  - ◆ Not applicable
62. **Your Insurance is ....**—Yes/no pie charts.
- ◆ Provided by an employer
  - ◆ Requires use of specific health care providers
63. **In What City Do You Work**—list of cities related to hospital area.
64. **Residency and Number of People in House**—Pie chart—to determine local residency and number of residents.
65. **Marital Status**—Widowed, divorced, single, married—categories by hospital choice.



66. **Respondent Age**

18-24  
25-34  
35-44  
45-54  
55-64  
65-74  
75+

67. **(If Under 55)—Have Family Over 65 in Area**—Yes/no—percentage.

68. **If 65+—Have Family Living in Area**—Yes/no—percentage.

69. **Area**—Follow-up to previous questions. Yes/no graph showing percent of family living in or out of area.

70. **Education**

Some high school  
High School graduate  
Some college/ tech school  
Two-year degree  
Four-year Degree  
Graduate  
NA

71. **Occupation**—Small sample size.

Retired  
Farmer  
Factory/laborer  
Homemaker  
Self-employed

72. **Income Level**

Less than \$25,000  
\$25,000 - \$40,000  
\$40,000 - \$55,000  
\$55,001 - \$70,000  
Over \$70,000  
Refused

73. **Have Children Living at Home (& Responder Gender)**--Yes/No (gender)

74. **Gender**

75. **Review of Open Ends—Key Findings**—Summary of verbatim comments and other category information provide a better feel for attitudes and issues of respondents.